

CURRICULAM VITAE

T.Ragavendra Prasad

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Career Objective

To be associated with an esteemed organization that provide opportunities to utilize and share my skills, improve my knowledge with the latest In-Things in Industry, and to be a part of the team that performs dynamically and efficiently towards the growth of the organization.

- ✓ To grow in an industry domain and leverage newtechnics
- ✓ Identifyingthere-usableartifact,whichwillstrengthenetheorganization

Professional Highlights & Strengths

5 Years of experience in the field of Automobile as Spares In-charge Advisor & DMS Operator (**Service**). Worked ad Sales Executive & P.D.I.Incharge at Royal Enfield Brand Stores (2 years).

Worked as Recovery Executive at S.B.I bank (1 year).

- Possessexceptionalabilitytobuildproductiverelationships,resolvecomplexissues,andwincustomer loyalty.
- Demonstrateoutstandingproblemsolvingandactivelistening skills–abletodiffusedifficultcustomer situations with tact andease.
- Acknowledged for unwavering commitment to providing exceptional customerservice.
- Excellent leadership qualities, good communication skill, and team workabilities.

Key Projects

April'2008 – March'2013 Role:

Spares In-charge Role: Service

Advisor

Role: DMS Operator

Description

- Attending walk in customer, post sale follow-up, tele calling, and conducting customer educationmeets.
- Providing swift resolution to customer complaints, ultimately building trust and winningloyalty.
- Managing customer interface, service delivery, results tracking &reporting.
- Selected to train new customer careadvisors.

ROYAL ENFIELD BRAND STORES

February'2013 – March'2015

Role: SALES EXECUTIVE & PDI INCHARGE

June'2015 – April'2017

Role: credit card Recovery Executive

Nov'2017 – Dec'2018

OLA Fleet technology pvt limited

Roll: As a Technical Support Supervisor(yard management)

Description

- Handle customer care activities, inquiries, complaints, questions, and service requests. Manage a high- volume workload within a deadline-driven environment.
- Attending walk in customer, post sale follow-up, tele calling, and conducting customer education meets.
- Make service changes, recommend service options, and scheduling camps.

Academic Profile

Secondary Education from Sri Krishnaveni Talent School 2006.

Intermediate Education from Sri Chaitanya jr.college 2008.

B.com regular from osmaniya university 2011

Indian Institute Of Banking And Finance qualified 2016.

Software Skills

Operating Systems : Windows 95/98, 2000, XP, Ms-DOS

Others Tools : MS-Office

My Strengths

Dedicated to work & excellent problem solving skills Zeal to

learn new things & conceptual ideas

Good Communication Skill, Self-motivated & hardworking Career-

oriented with positive attitude

Personal Profile

Father's Name : Mr.T.Ramchander

Date of birth : June 10th 1988

Nationality : Indian

Marital Status : Single

Languages known : Telugu, Hindi, English

Hobbies : Enjoy reading, listening music & Art enthusiast.

Permanent Address : H. No:49-294/7, plot.no:46/p, padmanagar phase-1,
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Declaration: I hereby declare that the above information and particulars are true and correct to the best of my personal knowledge and belief.

(T.Ragavendra Prasad)